

Volume: 2  
Number: 2  
Page: 117 - 122

**Article History:**

Received: 2023-08-20  
Revised: 2023-09-15  
Accepted: 2023-10-16

**THE INFLUENCE OF STANDARD OPERATIONAL PROCEDURES AND SUPERVISION ON THE PERFORMANCE OF EMPLOYEES OF PT. SWADHARMA SARANA INFORMATIKA DENPASAR**

Ni Kadek Adinda Putri SUDIVIA<sup>1</sup>, I Made Agus Hoki Teges SAKA<sup>2</sup>, I.B Agung DHARMANEGARA<sup>3</sup>

<sup>1,2,3</sup>Department of Management, Faculty of Economic and Business, Warmadewa University, Indonesia

Corresponding author: I Made Agus Hoki Teges Saka

E-mail: [Hokiagus21@gmail.com](mailto:Hokiagus21@gmail.com)

**Abstract:**

This research aims to determine and analyze the influence of standard operational procedures and supervision on the performance of PT employees. Swadharma Sarana Informatika Denpasar. The population uses PT employees. Swadharma Sarana Informatika Denpasar and a sample of 54 respondents. The data collection methods used are questionnaires, observation, and documentation studies. Data analysis techniques use instrument tests, classical assumption tests, multiple linear regression analysis, hypothesis testing (F and T tests), and coefficient of determination tests (R<sup>2</sup>). The research results show that standard operational procedures and supervision positively and significantly affect employee performance at PT. Swadharma Sarana Informatika Denpasar, Standard operational procedures positively and significantly affect employee performance at PT. Swadharma Sarana Informatika Denpasar. This means that the more standard operational procedures are improved, the more employee performance at PT will increase. Swadharma Sarana Informatika Denpasar, Supervision positively and significantly affects employee performance at PT. Swadharma Sarana Informatika Denpasar. This means that the more supervision is improved, the more employee performance at PT will increase. Swadharma Sarana Informatika Denpasar.

**Keywords:** Standard Operating Procedures, Supervision, and Employee Performance

Cite this as: SUDIVA, N. K. A. P., SAKA, I. M. A. H. T., DHARMANEGARA, I. B. A. (2023). "The Influence of Standard Operational Procedures and Supervision on the Performance of Employees of PT. Swadharma Sarana Informatika Denpasar." *Journal of Governance, Taxation, and Auditing*, 2 (2), 117 - 122.



**INTRODUCTION**

Human resources play a vital role because, with professional and competitive employees, the company can carry out its activities optimally even though all the necessary modern equipment is available. Seeing the vital role of employees as human resources in the production process, it is hoped that employees will be able to work more productively and professionally, driven by a sense of security in carrying out their activities. For this reason, it is necessary to pay attention to the provisions relating to the existence of resources. As workers in a company, humans more or less determine whether or not the company's goals are achieved.

PT. Swadharma Sarana Informatika Denpasar is a company providing Rupiah Currency Handling Services. Includes distribution, processing, and storage of rupiah currency and filling, withdrawing, and monitoring the sufficiency of rupiah currency, including Automated Teller Machines (ATMs) and Cash Recycling Machines (CRM). This company is located in Jl. Tunjung Bang No. 5, Kertalangu, East Denpasar, Bali. PT. Swadharma Sarana Informatika Denpasar collaborates

with several banks, such as PT. Bank Negara Indonesia (Persero) Tbk, PT. Bank Danamon Indonesia Tbk, and HSBC. Tight business competition requires PT. Swadharma Saran Informatika Denpasar has good management. Management is the process by which the implementation of a particular goal is organized and supervised. Management is also a process relating to human efforts to use the help of other humans through effective and efficient means to achieve specified goals (Agil, 2018: 7).

Number of employees working at PT. Swadharma Saran Informatika Denpasar consists of 68 employees whose respective positions are: 1 branch leader, two deputy branch leaders, six administrative staff, four planning staff, eight drivers, five cash filling staff, 19 people FLM technicians, 10 cash in transit staff, eight cashier staff, 1 office boy, and four security guards. In this research, the unit of analysis is non-leader employees.

Standard operating procedures are essential to determine whether the company is carrying out its duties and activities per specified standards. To achieve the company's goals, it provides a design in the form of standard operating procedures that will guide employees in carrying out their duties and minimize frustration when carrying out tasks according to each employee's job description (Mufarihah, 2021, p. 4). PT. Swadharma Sarana Informatika Denpasar has provided a design in the form of standard operating procedures, which aims to make it easier for employees to carry out their activities and minimize errors in carrying out their duties.

Less than optimal employee operational performance is also caused by weak supervision from superiors regarding employee performance. Supervision is an action or activity carried out by the leader to determine whether the work progress and results are to the plan. Supervision that is not optimal can allow employees to act as they please and even commit violations that are contrary to the rules that apply in the company. However, the supervision carried out by the leadership is to avoid finding mistakes but is aimed at ensuring that it can be carried

out as well as possible. Ongoing monitoring is also needed to produce a positive impact for better development and change (Agil: 2018).

Supervision in an organization emerges as something significant if there is an atmosphere of disorder in organizational life, whether caused by internal factors in the organizational environment or from outside the organizational environment. Two factors cause the need for supervision. Firstly, individual goals are often different from the goals of government organizations. So, supervision is needed to guarantee performance. Second, there is a time gap between when the objectives and supervision program are formulated and when the objectives of a particular educational unit are achieved (Ernawati, 2018, p. 3).

Previous research conducted by Noviyantini and Devi (2020) found that financial supervision has a positive and significant effect on the reliability of financial reporting. Research conducted by Widiyanto et al. (2021) found an insignificant influence between supervision and performance. Research conducted by Pahrizal Handayati (2022) found that direct supervision had a significant positive effect on discipline a significant positive effect on employee performance, direct supervision. Research conducted by Amelia et al. (2022) found that supervision has a partially positive and significant influence on employee performance, and discipline has a significant favorable influence on employee performance. Research conducted by Rahmasari (2022) found that the supervision variable significantly affected employee performance perceptions.

## METHODS

This research was conducted at PT. Swadharma Sarana Informatika Denpasar is located at Jalan Tunjung Bang No. 5 Kertalangu Denpasar. The object of this research is Standard Operating Procedures, Supervision, and Employee Performance. The population used as research objects were 65 non-leader employees who were the unit of analysis. The sampling method in this research used

non-probability sampling with a purposive sampling technique. So, based on this formula, Slovin in Sugiyono obtained a sample of 53.6 and rounded it up to 54 people (Respondents).

The type of data required in this research can be seen according to the nature and source of the data; namely, Quantitative data in this research is the number of employees and performance achievements of PT. Swadharma Sarana Informatika Denpasar. The qualitative data in this research is the organizational structure of PT. Swadharma Sarana Informatika Denpasar. Primary data from distributing questionnaires to PT employees. Swadharma Sarana Informatika Denpasar. Secondary data in this research is the number of employees and performance achievements of PT. Swadharma Sarana Informatika Denpasar. The data analysis technique used in this research is multiple linear regression.

**Table 1.** Normality Test Results  
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		54
Normal Parameters <sup>a</sup>	Mean	0000000
	Std. Deviation	3.96242384
	Absolute	.076
Most Extreme Differences	Positive	.076
	Negative	-.000
	Test Statistic	.076
Asymp. Sig. (2-tailed)		.200

Source: Processed data (2023)

## RESULT AND DISCUSSION

The results contain static data in statistical and qualitative analysis without any interpretation. The results refer to the data planned to be explored in the previous method session as material to answer the research objectives. Data can be displayed in tables, pictures, or descriptions, including quotes from respondents or informants arranged according to the research objectives.

Discussion shall include the scientific debate by using the theoretical underpinning explaining before the analysis result finding. Write down the scientific findings (scientific findings) obtained from the study results that have been carried out but must be accompanied by sufficient evidence. The scientific results here are not the data collected from the study but rather an academic dialogue between data and theory. Scientific results need to be clarified scientifically: What scientific findings were obtained? Why did it happen? Why is this pattern variable? These problems should be clarified objectively, not just descriptively, backed by relevant scientifically validated phenomena. In addition, it should also be clarified how the contrast with the findings of other researchers on a related subject should be explained.

**Table 2.** Multicollinearity Test Results

Model	Coefficients				Collinearity Statistics	
	Unstandardized Coefficients	Standardized Coefficient	t	Sig	Tolerance	VIF
	B	Beta				
1 (Constant)	1.949		1.050	.299		
Operational Standards Procedure	.374	.373	3.611	.000	.811	1.233
Supervision	.471	.506	4.894	.000	.811	1.233

Source: Processed data (2023)

Based on Table 2, it is shown that there are no independent variables that have a tolerance value of less than 0.10, and there are also no independent variables that have a VIF value of more than 10. Therefore, the regression model is free from symptoms of multicollinearity.

**Table 3.** Heteroscedasticity Test Result

Model	Unstandardized Coefficients		Standardized Coefficient	t	Sig
	B	Std. Error	Beta		
	1 (Constant)	2.192	1.018		
Operational Standards Procedure	-.030	.057	-.079	-526	.601
Supervision	.094	.053	.269	1.786	.080

Based on Table 3, it is shown that each model has a significance value greater than 0.05 (5%). This shows that the independent variable used in this research does not significantly affect the dependent variable, namely absolute error. Therefore, this research is free from symptoms of heteroscedasticity.

**Table 4.** Result of Multiple Linear Regression Analysis

Variable	Regression Coefficients		t	Sig
	B	Std. Error		
Standard Operating Procedures (X1)	0.374	0.104	3.611	0.001
Supervision (X2)	0.471	0.096	4.894	0.000
(Constant)	1.949			
F Statistics	32.261			
Sig F	0.000			
R <sup>1</sup>	0.559			
R	0.747			

Source: Processed data (2023)

Based on Table 4, the multiple linear regression equation shows the direction of each independent variable towards the dependent variable. The multiple linear regression equation can be described as follows:  $Y = 1.949 + 0.374X_1 + 0.471X_2$ .

a. = Constant value of 1.949, meaning that if standard operating procedures (Xi) and supervision (X2) are equal to zero, employee performance is 1.949.

X1. = + 0.374 indicates that standard operating procedures positively affect employee performance; if standard operational procedures are improved, employee performance will increase.

X2. = + 0.471 shows that supervision has a positive effect on the performance of employees; if supervision is increased, then employee performance will increase.

Based on the F test (simultaneously), it is obtained that Fcount (32.261) > F table (3.18) with a significance value of F of 0.000 < 0.05, so Ho is rejected. This means that the variables standard operating procedures (X) and supervision (X2) simultaneously have a significant effect on employee performance (Y) at PT. Swadharma Sarana Informatika Denpasar, with a value of R<sup>2</sup> = 54.1%, means 54.1% of employee performance at PT. Swadharma Sarana Informatika Denpasar is influenced by

standard operational procedure variables (X1) and supervision variables (X2), while the remaining 45.9% is influenced by other variables not examined in this research.

**The Influence of Standard Operational Procedures on Employee Performance.** Obtained t count (3.611) > t table (1.675) with a significance level of 0.001 < 0.05, so  $H_0$  is rejected, and  $H_a$  is accepted, which means that the standard operational procedure variable has a significant positive effect on employee performance at PT. Swadharma Sarana Informatika Denpasar. The regression coefficient  $b_1$  (standard operational variable procedures) of 0.374 indicates that the more standard operational procedures are improved, the higher employee performance at PT. Swadharma Sarana Informatika Denpasar.

The results of this research align with research conducted by Darmaeti (2021) and Aryanata (2022), which states that standard operational procedures significantly positively affect employee performance. Aspects that can improve standard operational procedures include ease and clarity of standard operational procedures, efficiency and effectiveness when implemented, dynamic, law-abiding, consistent, and minimal errors.

**The Effect of Supervision on Employee Performance.** Obtained count (4.894) > table (1.675) with a significance level of 0.000 < 0.05, so  $H_0$  is rejected, and  $H_a$  is accepted, which means that the monitoring variable has a significant positive effect on employee performance at PT. Swadharma Saran Informatics Denpasar. The regression coefficient  $b_2$  (supervision variable) is 0.471, indicating that the more supervision is improved, the more employee performance at PT will increase Swadharma Sarana Informatika Denpasar.

The results of this research are in line with research conducted by Noviyantini and Devi (2020), Pahrizal and Handayati (2022), Amelia et al. (2022), and Rahmasari (2022) who state that supervision has a significant positive effect on employee performance. Aspects that can improve supervision within the company include monitoring employee activities correctly, accurately, and appropriately, measuring, taking action, and focusing on the point of supervision.

## CONCLUSION

Standard operating procedures and supervision positively and significantly affect employee performance at PT. Swadharma Sarana Informatika Denpasar. Standard operational procedures positively and significantly affect employee performance at PT. Swadharma Sarana Informatika Denpasar. This means that the more standard operational procedures are improved, the more significant the increase in employee performance at PT. Swadharma Sarana Informatika Denpasar. Supervision has a positive and significant effect on employee performance at PT. Swadharma Sarana Informatika Denpasar. This means that the more supervision is improved, the more employee performance at PT will increase. Swadharma Sarana Informatika Denpasar.

Standard operating procedures at PT. Swadharma Sarana Informatika Denpasar is quite good. However, there is a statement on the standard operational procedures variable with a score taken as the average, namely "Standard operational procedures of PT. Swadharma Sarana Informatika Denpasar can be easily understood and applied."

Supervision at PT. Overall, Swadharma Sarana Informatika Denpasar is quite good. However, there is a statement on the supervision variable with the score taken as the average, namely "The leader in carrying out supervision at PT. Swadharma Sarana Informatika Denpasar can be precise and accurate."

Employee performance at PT. Overall, Swadharma Sarana Informatika Denpasar is quite good. However, there is a statement on the employee performance variable with the score taken as an average: "Employees of PT. Swadharma Sarana Informatika Denpasar can achieve the quantity targets the company sets."

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